

Radiology PACS Downtime Procedures

Purpose of Procedure:

The purpose of this procedure is to standardize the Downtime process for Picture Archiving and Communication System (PACS)

Procedure Scope:

This procedure applies to all Dartmouth-Hitchcock (D-H) Radiology staff including providers, technologists, nurses, schedulers, and film library in addition to the Radiology Outreach Affiliates (Outreach Sites)

Definitions:

Unplanned Downtime: A sudden unexpected & unplanned interruption of PACS functionality

Planned Downtime: A planned PACS downtime for maintenance

Timeline:

- Initial internal Radiology Communications go out after 15 minutes
- Site wide Communications and full downtime procedures go into effect after 1 hour

Equipment:

Visage (downloaded on certain computers within the ED, OR and Radiology)

Generic login:

- Username: ornurse
- Password: ornurse

During System Downtime:

Radiology IT:

- Communicate downtime to in-house staff as needed
- Communicate downtime to Outreach sites as needed

Ordering studies during a downtime:

- Write Radiology Orders on paper order sheets
- Fax paper order to the appropriate location with telephone communication required; contingent on the phone or pager system working
- Safety Questions must be completed, on paper, for all exams ordered and sent with the patient to the location or faxed

Imaging during downtime:

- Images must be pushed from the modalities to Visage, along with being sent to the PACS as usual (they will queue at the modality and send after the system is back up)
- Images can be viewed by logging into Visage (see Equipment)
- Priors will be available for a Planned Downtime, but not available for an Unplanned Downtime
 - The Radiology techs will push all images 24 hours before Planned Downtime to Visage

Outreach Imaging during downtime:

- All Outreach sites send images to the film library and fax the Imaging request form
- The Film Library staff will push the images to Visage

- The Film Library staff will help the Radiologists fax preliminary reports back to the Outreach Sites.

Radiologist Reads during downtime:

- Images can be viewed by logging into Visage (see Equipment)
- Radiologist must perform the preliminary read
 - Fax preliminary results *or*
 - Verbal preliminary report to both Inhouse and Outreach Sites

After System Recovery- Radiology IT:

- Check all system interfaces are operational (PACs, PowerScribe, Epic, ASOBGYN, DXA)
- Confirm PACs is receiving images
- Confirm reports are attaching to the study with images
- Communicate system recovery to in-house staff as needed
- Communicate system recovery to Outreach sites as needed

After System Recovery- Technologists and Radiologists:

- Images taken during the PACs downtime must be re-pushed from the modalities to the PACs system if they don't transfer automatically from the queue
- All preliminary reports must be dictated into PowerScribe by the Radiologist

Contacts:

Radiology IT

RadiologyIT@hitchcock.org

Pager: 7227 (Pager is covered 24/7/365)

D-H Imaging Center:

Imaging.Center@Hitchcock.org

(603) 650-7463

(603) 650-7420

If the paging system is down, or pager 7227 is unavailable, the D-H Imaging Center has all Radiology IT employees' cell and home phone numbers

Please Note:

If there is a Network or Internet Outage image transferring will also be down:

- D-H Sites: Radiologist will be able to view images at the modality.
- Outreach Sites: If the patient is being transferred to DHMC please burn a disc and send with the patient. If needed please burn a disc and courier to DHMC Radiology department.
 - Please communicate any internal Outreach downtimes to Radiology IT by pager